BlackBerry Connect for Sony Ericsson Smartphones

User guide

Contents

Getting Started 4
BlackBerry Connect Installation..... 4

Using BlackBerry Connect 5
Email..... 5
Email folders..... 6
Handling email..... 7
Handling Meetings..... 14
Using Address Lookup from Contacts 16
Menu options 17
Connecting and disconnecting..... 19
BlackBerry Connect Application..... 20
Corporate lock 24
BlackBerry Web 24
Backing up and restoring..... 25
Uninstalling BlackBerry Connect..... 25
Troubleshooting..... 25

Appendix A Installing BlackBerry Connect 29
Setting up BlackBerry Enterprise Solution..... 29
Setting up BlackBerry Internet Service 34

Appendix B Additional Information 39
BlackBerry Attachment Viewer Formats 39

Sony Ericsson Smartphones with BlackBerry Connect

User guide

This User guide is published by Sony Ericsson Mobile Communications AB, without any warranty. Improvements and changes to this User guide necessitated by typographical errors, inaccuracies of current information, or improvements to programs and/or equipment, may be made by Sony Ericsson Mobile Communications AB at any time and without notice. Such changes will, however, be incorporated into new editions of this User guide.
©Sony Ericsson Mobile Communications AB, 2007. All rights reserved.
Publication number: EN/LZT 162 093 R3B
Bluetooth is a trademark or registered trademark of Bluetooth SIG Inc.
Symbian and all Symbian-based marks and logos are trademarks or registered trademarks of Symbian Limited.
Memory Stick Micro™ and M2™ are trademarks or registered trademarks of Sony Corporation.
Quicksheet, Quickpoint, Quickoffice and Quickword are either trademarks or registered trademarks of Cutting Edge Software, Inc.
Adobe and Acrobat are either trademarks or registered trademarks of Adobe Systems Incorporated.
Microsoft Outlook, Windows and Windows Server are either registered trademarks or trademarks of Microsoft Corporation.
Lotus Notes is a trademark of International Business Machines Corporation in the United States, other countries, or both.
Research In Motion, the RIM logo, BlackBerry, the BlackBerry logo and SureType are registred with the U.S. Patent and Trademark Office and may be pending or registered in other countries – these and other marks of Research in Motion Limited are used under license.
Corel and WordPerfect are trademarks or registred trademarks of Corel Corporation.
Intel486 is a trademark or a registred trademark of Intel Corporation.
GroupWise and Novell are trademarks or registred trademarks of Novell, Inc.
Palm is a trademark or a registred trademark of Palm, Inc.
Other product and company names mentioned herein may be the trademarks of their respective owners.

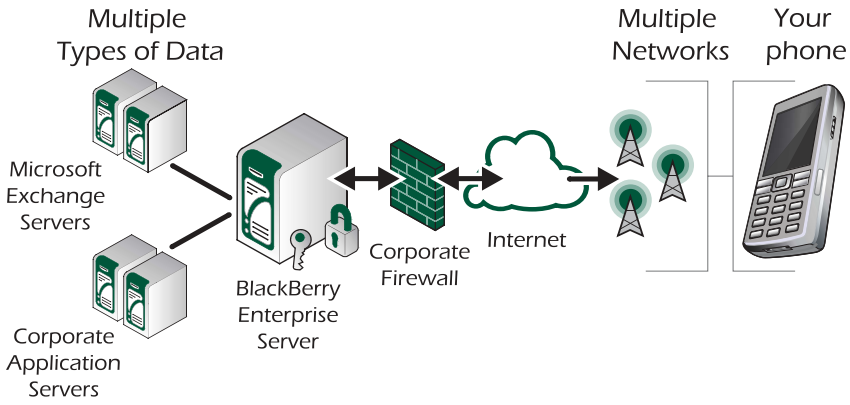
Any rights not expressly granted herein are reserved.

Note *Some of the services in this User guide are not supported by all networks. This also applies to the GSM International Emergency Number 112. Please contact your network operator or service provider if you are in doubt whether you can use a particular service.*

Getting Started

This User guide describes how to set up and use BlackBerry® service on your phone. There are two versions of BlackBerry service available; one for corporate users (using BlackBerry® Enterprise Server) and one for Web mail users (using BlackBerry® Internet Service). BlackBerry® Connect™ software is used to connect to the BlackBerry services.

- ***BlackBerry® Enterprise Solution (using BlackBerry Enterprise Server)*** – allows you to receive email messages and meeting requests from an email account operating on a Microsoft® Exchange, Lotus Domino™ or Novell™ GroupWise™ server on your phone. The diagram below shows how data is transferred from a server to your phone.



- ***BlackBerry Internet Service*** – allows you to receive email from a Web-based email service on your phone.

Note: *BlackBerry Internet Service does not support meeting requests.*

BlackBerry Connect Installation

If BlackBerry Connect software is installed and provisioned on your phone you can start using it straight away. To check if BlackBerry Connect software has been installed, select > ***Tools*** and check that the BlackBerry Connect application is available.

Your BlackBerry Connect account has been provisioned if is displayed in the status bar.

If BlackBerry Connect software is not installed or provisioned, see *Appendix A Installing BlackBerry Connect* on page 29 for more information on how to install and provision your phone.

Using BlackBerry Connect

BlackBerry Enterprise Solution, BlackBerry Internet Service, and System Inbox are listed as separate BlackBerry Connect accounts in Messaging.

If you are using BlackBerry Enterprise Solution, you can also have up to eleven BlackBerry Internet Service email accounts set up.

The System Inbox (Sys Inbox) appears in Messaging view when a BlackBerry Connect account is created. Messages from your service provider, All Point Bulletins, or Pin to Pin messages received by your phone are automatically sent to the System Inbox account. You can read these messages in the same manner as messages in your BlackBerry Connect account, but you cannot reply to them.

When a new message arrives, an audible alert will sound, if set. Use one of the following methods below to view the message:

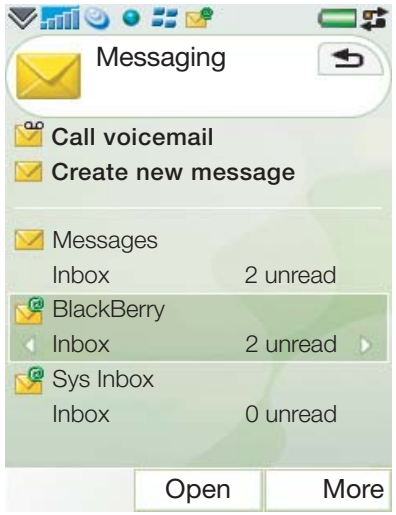
- appears in the status bar of the phone. Select **> *View*** to read the new message.
- Select , select the BlackBerry Inbox and select the new message.
- If permitted in the message alerts settings, a dialog is displayed asking if you would like to view the message now. Select ***Yes*** to open the message or ***No*** to close the dialog.

Email

Your BlackBerry Connect email account is listed in the Messaging view on your phone.

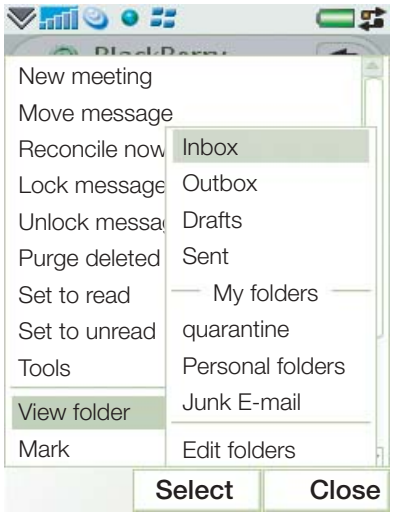
To access your email account:

1. Open the main menu with and then select to see the Messaging view.
2. If necessary, scroll down to the BlackBerry Connect account.
3. Select the left and right arrows on the Folder line of the BlackBerry Connect account to change to the required folder, and then select to open the folder.



Email folders

The current folder name is shown in the Title bar at the top. To change folders, select ***More > View folder*** and select the folder you want to view.



BlackBerry Connect accounts always have the following folders: ***Inbox***, ***Outbox***, ***Drafts*** and ***Sent.***

As well as the four standard folders, the following are also displayed under ***My folders*** in the ***View folder*** list:

- Any folders you have created at the same level as the Inbox on your PC email program. Sub folders are not shown; all the emails from sub folders are displayed in the top level folder that they belong to.
- Any folders you have specified on the BlackBerry Internet Service Web page.
- Any local folders you have created on the device, these folders are available in all messaging accounts on the device. These folders cannot be used with the BlackBerry Connect account.
- Edit folders. Folders created on your device cannot be used with the BlackBerry Connect account.

To move a message into an alternative folder:

1. Mark the check box next to the message you want to move, or open the message.
2. Select ***Move Message*** from the menu.
3. Use the drop-down menu to select the folder you want to move the message to.
4. Select ***Move***. The message is moved.

Email folders

Inbox – contains received messages. You can reply to, forward and delete messages but you cannot edit them. You can use the BlackBerry Connect application to view how many messages the BlackBerry Connect mailbox can hold. Once this limit is reached, messages are automatically deleted from the phone only, oldest first.

Outbox – contains messages that are waiting to be, or in the process of being, sent. An email is only stored in the Outbox if BlackBerry service is set to ***Pause*** or ***Off***, data coverage is unavailable, or you write an email message when the phone is in Flight mode. If you place the BlackBerry service on pause for any reason, it automatically restarts after a period of inactivity and then any email messages in the Outbox are automatically sent. See *Connecting and disconnecting* on page 19 for more information.

Drafts – contains messages that are not ready to be sent. If you leave an incomplete message you will be given the option of saving the message in the Drafts folder.

Sent – contains messages you have sent from your phone. If sent items synchronization is enabled, sent items from your PC mail client are also displayed.

My folders – contains your personalized folders. For a personalized folder to be available you must first create it using the email program on your PC. The personalised folder must appear on the same level as your Inbox.

Redirect folders using BlackBerry Enterprise Solution:

You can choose which folders to redirect to your phone either by using your phone or by using the BlackBerry Connect Desktop for Sony Ericsson application on your PC.

To choose folders using your phone:

1. In your BlackBerry Connect account select ***More > Tools > Folder redirection***.
2. Select ***Selected folders***.
3. Select ***Choose folders***.
4. Mark the check box next to the folders you want to have redirected to your phone.
5. Select ***Save***.

To choose folders using your PC:

1. Open the BlackBerry Connect Desktop for Sony Ericsson application on your PC and select the ***Advanced*** tab.
2. In the ***Folder redirection*** section of the tab, select ***Selected Folders*** and click ***Choose folders***.
3. A dialog opens with all the folders of your email program listed. Click the check box next to a folder to select it. Click ***Ok*** to close the dialog.
4. Click ***Done*** to exit the application.

If you have set a rule in your email program to send certain email messages to specific folders on arrival this still happens. If the personal folder is displayed on the phone you can read the mail by opening the folder.

Tip *You can disable the redirection of the Inbox folder and still have other folders redirected to your phone.*

Note: *If messages from a folder are redirected to your phone even if you have not enabled the folder for redirection, you could be using an old version of Outlook®.*

Handling email

Writing email

To write a new email message:

Select your BlackBerry Connect account and select ***New*** at the bottom of the screen.

Select the Address, Subject, and Message fields to enter the required information.

Tip *To enter several addresses, use a comma between each address.*

- If you switch to another task before sending the message, the message will be kept open until you return to Messaging.
- If you select ***Back***, you will be asked if you wish to save the message in the Drafts folder.

To mark an email message as urgent:

When composing an email, select the tab and select ***High*** in the ***Priority*** list.

To enter addresses from Contacts when writing an email:

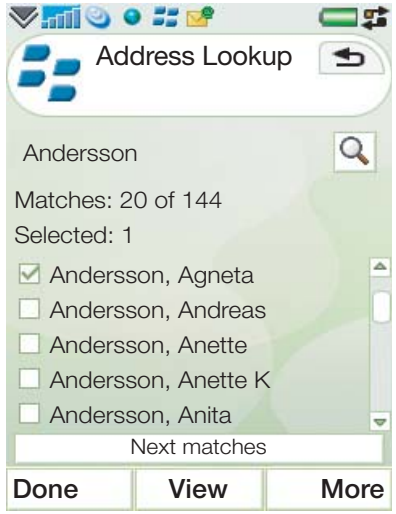
1. Select .
2. The ***Selected contacts*** dialog opens. Choose ***Local contacts*** to open the Contacts screen of your phone.
3. Mark the check box next to a contact to select it. If you select a contact that has two or more email addresses, specify the address using the selection bar under the person's name.
4. Select ***Done***. The Selected contacts dialog opens again. All the contacts you have selected are listed in the window.
5. Select ***Done***. The selected contacts are entered into the address field of your email.

To enter an address from your company's address book (BlackBerry Enterprise Solution only):

1. Select in a new message.
2. The ***Selected contacts*** dialog opens. Select ***Address lookup***.
3. Enter the first, or first few, letters of the contact address you want to find in the text field at the top of the screen.
4. Select to search for the contact.
5. The matching entries are displayed on the screen. If there are more than 20 matches, select ***Next matches*** to retrieve the next 20 matches.

Tip *Matching entries are displayed with last name, first name.*

6. Mark the check box next to a contact to select it.



7. Repeat the process to search for additional contacts. Any contacts already selected remain displayed in the list.
8. Once you have selected all the required entries, select ***Done***.

To copy an entry from Address Lookup to your Local contacts:

1. Select the contact.
2. The contact's details are displayed, select ***Copy***. A dialog confirms the contact has been successfully copied.
3. To copy multiple contacts select the contact and select ***More > Copy***.
4. Select ***Done*** to return to the ***Selected contacts*** view. The copied contact is no longer displayed in the list.

Sending email

Once you have written your email message select ***Send*** to send it.

If BlackBerry service is set to ***Pause***, switched ***Off***, or if the phone is in Flight mode, the email message is stored in the Outbox and sent when the connection is restored.

Adding attachments

Note: *The network blocks the sending, receiving and downloading of attachments if you are using BlackBerry Internet Service. However, you can forward any attachments received to another email account.*

To attach a file to an email message:

1. On the 📎 tab, select ***Add***.
2. The ***Select file*** dialog opens. Navigate the storage areas of your phone to locate the type of attachment and then select the file to be attached.
3. The entry is displayed on the 📎 tab of the email message.

Note: *Maximum attachments size is determined dynamically by BlackBerry Enterprise Server. Email messages exceeding the size limit cannot be sent.*

Receiving email

Email messages that are received on your corporate email and/or Web mail are automatically copied to your phone.

You must manage the space on your phone to make sure all unnecessary email messages are deleted.

Receiving attachments

Attachments are displayed on the 📎 tab. The generic icon next to an attachment is dimmed until the attachment has been downloaded, it then changes to an icon that identifies the file type.

To save an attachment, for example a picture:

1. Open the email message and select the tab.
2. Select the attachment, the ***Incomplete message*** dialog opens. Select ***Yes*** to download the picture.
3. Select the file, which opens the ***Picture viewer*** application and displays the image.
4. Select ***Save***.
5. Name the picture and select ***Save in***.
6. Select the location where you want to store the picture.
7. Select ***Save***.

Points to note concerning attachments

- You can store attachments on your Phone Memory and on the Memory Stick™ or the Media Memory.
- Attachments that are not supported on your phone appear with a question mark next to them.
- Attachments are forwarded in pieces from BlackBerry Enterprise Server. This may take some time depending on the file size and connection speed.
- When you reply to an email message that has an attachment, the attachment is not included in the reply. However, when you forward an email message, the attachment is automatically included, even if it has not been downloaded to your phone. The attachment of a forwarded email message will not be visible in the Sent folder though.
- Attachments cannot be deleted from a received email.

Viewing attachments

There are two methods of viewing an attachment. You can use the phone viewers or the BlackBerry Attachment Viewer.

Phone viewers

A phone viewer needs the whole of the attachment to be downloaded before it can be opened.

You need an appropriate viewer for the type of file you want to view. The phone is supplied with Quickoffice™ and PDF+ applications, which provide the following viewers:

Quickword™ opens Microsoft Word 97, 2000, XP and Palm files that have been saved as Microsoft Word format documents.

Quicksheet™ opens Microsoft Excel 97, 2000 and XP files that have been saved as Microsoft Excel format documents.

Quickpoint™ opens Microsoft PowerPoint 97, 2000 and XP presentations.

PDF+ opens Adobe Acrobat PDF documents.

The phone is also provided with applications that supports viewing image, video and sound files. Other viewers are available on the Web.

Navigating a spreadsheet

Quicksheet allows you to view and edit spreadsheets on your phone.

	A	B	C	D	E	F
1	Olympics					
2	Country	Gold	Silver	Bronze	Total	Point
3	Sweden	24	23	15	62	133
4	United States	25	18	19	62	130
5	United Kingdom	11	15	16	42	79
6	Finland	10	8	9	27	55
7	Germany	5	13	8	26	49
8	France	7	5	3	15	34
9	Denmark	1	6	5	12	20
10	Norway	3	2	5	10	18
11	South Africa	4	2	0	6	16
12	Hungary	3	2	3	8	16
13	Canada	3	2	1	6	14
14	Italy	3	1	2	6	13
15	Belgium	2	1	3	6	11
16						

Summary of some of the Quicksheet features:

- If the document has more than one sheet, select the required sheet's tab.
- To resize a column select and drag the border between the column headings.
- Tap a cell to select it. Tap twice on a cell to edit it. When editing, the cell contents are shown in the edit toolbar. After editing select ***Submit***.
- ***More*** provides operations such as Copy, Paste, Save, Find, Clear contents, Format cell and so forth.

To search for an entry in a spreadsheet select ***More***, and then ***Edit > Find > Find***. The ***Find*** dialog opens, type the word you want to search for in the ***Find*** field. Select the search options you want to use and then select ***OK***. Once your search finds one matching entry in the spreadsheet the ***More > Find > Find next*** option may be used.

BlackBerry Attachment Viewer

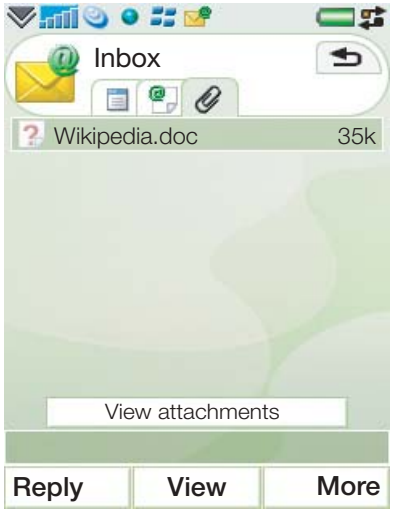
BlackBerry Connect software includes an attachment viewer. You can use it to open attachments with a .doc, .dot, .htm, .html, .pdf, .ppt, .txt, .wpd, .xls or .zip file extension. See *BlackBerry Attachment Viewer Formats* on page 39 for more information on the file formats supported.

The viewer works by displaying an overview of the attachment, called the table of contents. From the table of contents you can download and open a specific page of the attachment.

The BlackBerry Attachment Viewer is not limited by attachment size, it can show a full list of the attachment's content so you can select the exact information you want to download and view. This is a cost-effective way of viewing your attachments because you are only charged for the data you download to view.

To view attachments with the BlackBerry Attachment Viewer:

1. Open the tab.
2. Select ***View attachments***. The Attachments screen is displayed.
3. Open the attachment's table of content and select the section of the attachment you want to view or select ***Full Content*** in the ***More*** menu to display the whole file. Document view is displayed and your attachment is loaded in the window.



Once an attachment is open you can use the menu to perform standard functions such as; Copy, Select All, Zoom, Find, Find Next and go to the top or bottom of the viewer window.

BlackBerry Enterprise Server sends the first part of the selected section of the attachment. When you scroll to the bottom of the document an automatic request for the next part of the attachment content is sent to the server. An infoprint ***Requesting more*** is displayed while the content is downloaded. You can also download the next part of the message from the ***More*** touch option.

Hyperlinks are supported in the BlackBerry Attachment Viewer. Select a hyperlink to jump to the corresponding section of a document. If the section has not already been downloaded, it is automatically downloaded when you select the hyperlink.

Tables located within the supported attachment formats are displayed, you can navigate tables in the same way as spreadsheets.

Email Filters

With email filters, you can control which email messages are forwarded to your phone. Email filters are only available for BlackBerry Enterprise Solution.

There are a variety of options you can use for your filters. You can set up filters both to block email messages, and filters to allow certain email messages. You can set the priority of the filters to decide which filter applies first, when there is more than one filter that applies to an incoming email message. Email filters are found in the ***More > Tools > Email filters*** option from the BlackBerry Connect account on your phone.

To create a new filter

1. Select ***New*** if it is your first filter, or select ***More > New filter*** if you already have created your first filter.

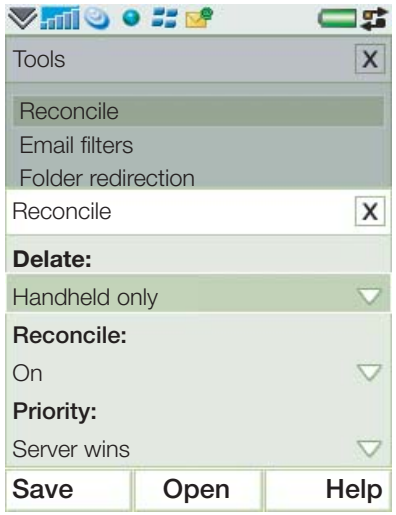
2. Choose a name for your filter.
3. Specify the filter criteria. You can use any combination of the criteria available to meet your preferences.
4. Choose if email messages that meet the criteria are to be forwarded to your phone or not.
5. Select ***Save***.

To set priority on your filters

1. Highlight the filter.
2. Select ***More > Set priority***.
3. Select the priority. The available priorities are the same as the number of filters. The filter with the highest priority, which is ***1***, is the first filter that applies to email messages.
4. Select ***Done***.

Reconcile

The reconcile option is reached from the BlackBerry connect account ***More > Tools***.



Delete

The delete option allows you to set the action BlackBerry Enterprise Server should take if you choose to delete a message on your phone.

- ***Handheld only*** – deletes the message from your phone but not from your email account.
- ***All*** – sends a deletion message to your email server. The email message is deleted from your email account and your phone.
- ***Prompt*** – the message is deleted from your phone and a dialog appears asking if the message should be deleted from the mail server.

Note: *Deleted messages on your email account are moved to the Deleted Items folder. Make sure you empty the Deleted Items folder on your email account regularly.*

Tip *To empty the Deleted Items folder with your phone: select* ***Purge deleted*** *in the* ***More*** *menu from your BlackBerry Connect account.*

Reconcile

BlackBerry service synchronizes the information held on your PC and your phone at set points during the day. The two devices may display different information until this takes place, for example, if you delete a message on your PC this change may not be transferred to your phone for a period of time. If Reconcile is set to ***On*** you can force a synchronization, ***Reconcile now***, from the BlackBerry Connect messaging account ***More*** menu. The update is reflected at both locations.

If Reconcile is set to ***Off*** an information dialog is displayed if you try to use the menu option.

Priority

The priority option allows you to decide if the phone or the server is the master device. There are two options:

- ***Server wins*** – when you synchronize the phone the server overwrites and removes entries on the phone.
- ***Handheld wins*** – when you synchronize the phone it overwrites and removes the entries held on the server.

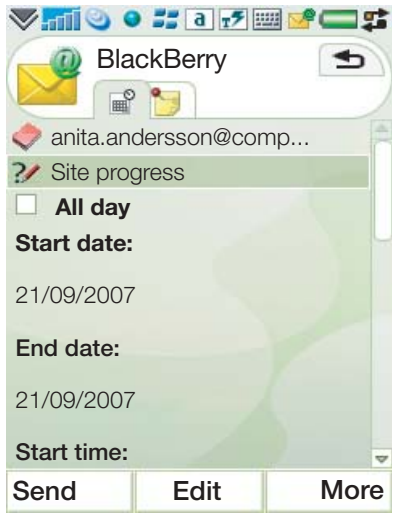
The Priority setting is only valid for email messages.

Handling Meetings

Meeting requests can only be created using BlackBerry Enterprise Solution accounts.

Creating a Meeting Request

To set up a meeting using BlackBerry Enterprise Solution:



1. Select .
2. Select your BlackBerry Connect account from the accounts listed in ***Messaging***.
3. Select ***More > New meeting*** from the menu.
4. Select .
5. Use the ***Local contacts*** or ***Address Lookup*** to select the contacts you want to attend the meeting. See page 8 for more information on using the Address Lookup.
6. Enter a meeting subject, date and end date.
7. Either:
   – Mark the ***All Day*** check box; the ***Time*** field is then not displayed.

– Specify a time for the meeting by tapping above or below the time field to increase or decrease the number. When you specify a time for a meeting it is always set to your phone's local time. To check your local time settings select in the status bar.

Note: *The phone's calendar supports time zones. Your meeting time is updated to local time when you are travelling.*

8. Mark the ***Show time as busy*** check box to enter the time as busy in your corporate calendar.
9. Specify a location for the meeting, or use the drop-down menu to select a location. This menu displays the last 10 different locations used when creating meetings.
10. Mark the ***Alarm*** check box and set the date and time you want your phone to remind you about the meeting.
11. Select ***Set repeat*** and select from the list that is displayed to open the Set repeat dialog. After specifying any recurrence of this meeting select ***Save***.
12. Select ***Attendees*** to access information about the invited attendees. Select an attendee to view the following information: name, email address and role. Select ***Done***.
13. Use to enter notes relating to the meeting.
14. Select ***Send***. Your local calendar is automatically checked to see if this meeting causes a conflict with any other appointments. If it does a conflict message is displayed, select ***Yes*** to send the meeting request anyway and add it to your local calendar or ***No*** to return to the meeting request.
15. To save a meeting request without sending it, select ***Save to drafts*** from the menu. It is saved in the Drafts folder.

Receiving a Meeting Request

1. Open your BlackBerry Connect account.
2. Open the meeting request .
3. To view a list of the other attendees, select ***Attendees***. Select ***Done*** to return to the meeting request.
4. Select ***Accept*** to accept the meeting. The ***Response*** dialog opens, select the type of response you want to send. If you choose ***Include comments***, a screen opens and you can type a message.
5. Select ***Done*** when you have finished to send your response.

6. BlackBerry Connect software automatically checks your calendar and enters the meetings details. If the calendar already has an appointment entered during the meeting time a conflict is registered. The conflict is displayed and you can choose to continue and accept the new meeting or select ***No*** and return to the meeting request, where you can decline the meeting.

Note: *If a conflict is registered and you choose to continue and accept the meeting, you have to go to the Calendar application to correct the conflict manually.*

Tip *You can change the predefined meeting alarm to a time and date that suits you, if required.*

Meeting Request update

You can create a meeting request update using your device but you will not be able to send it. To change details of or cancel a meeting you will need to use your PC mail client.

Updating your Microsoft Outlook, Lotus Notes™ or Novell GroupWise Calendar

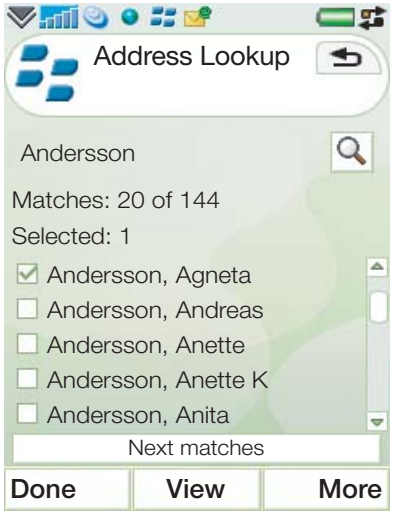
Meetings you accept on your phone are automatically entered into your corporate calendar when you send the response. When your phone calendar is updated wirelessly, you cannot synchronize it locally using the PC Suite.

Using Address Lookup from Contacts

You can access ***Address Lookup*** from the Contacts application on your phone. Using ***Address Lookup*** in ***Contacts*** is very similar to using it in ***Messaging***, however there are a few changes as to how the contact is handled due to the way the Contacts application works.

1. Select in the Main menu to open the Contacts application.
2. Select ***Address Lookup*** from the ***More*** menu.
3. Enter the first, or first few, letters of the contact address you want to find in the text field at the top of the screen.
4. Click to search for the contact.

5. The matching entries are displayed on the screen. If there are more than 20 matches, select ***Next matches*** to retrieve the next 20 matches. ***Retrieving More*** is displayed on the screen while the entries are downloaded.



Note: *Matching entries are displayed with last name, first name.* ***Matches*** *shows the number of contacts downloaded to your phone and the total number of matches on the server.*

6. Select a contact to display the details. From this screen you can:
   - Select or or select the phone number to make a call.
   - Select or the email address to send an email message.
7. Select ***Copy*** to send the contact details to your phone's Local contacts.
8. Repeat the process to search for and copy additional contacts.
9. Once you have copied all the required entries, select ***Done*** to return to the Contacts view.

Saving contact details

When you receive a message, you can save the contact details of the person who sent it.

To save the sender's details, from the open message:

- Select ***More > Add to contacts***.

The email address is saved to the local contacts. It is not possible to save contacts to your email server.

Menu options

More menu

New meeting – open a new meeting request. See *Creating a Meeting Request* on page 14 for more information.

Move message – move a selected or opened message to another folder. See *Email folders* on page 6 for more information.

Reconcile now – force the phone and your corporate mail system to update and show the same information.

Lock message – exclude a message from automatic message deletion when your mailbox reaches its limit. From the list view, mark the check box next to a message to select it. Select ***Lock message*** on the menu to lock the message.

You can view the maximum number of messages that can be locked; see *Info tab* on page 21 for more information.

If you have reached the maximum number of messages that can be locked on your phone, a dialog is displayed. Select ***Continue*** to close the dialog and, if appropriate, unlock messages that you no longer require.

Unlock message – indicates a Locked message. Mark the check box next to a locked message to select it. Select ***Unlock message*** on the menu. The message is unlocked and it is included in automatic message deletion when the mailbox has reached the specified maximum number of messages.

Purge deleted – this option allows you to empty the Deleted Items folder on the remote mail server.

Set to read and Set to unread – when a message is set to unread it appears in bold in the list view. Messages are automatically set to read when they are opened for viewing.

Tools – select ***Tools*** to reach the following email settings:

- ***Reconcile*** – set how to synchronize with your email account. See *Reconcile* on page 13 for more information.
- ***Email filters*** – set filters on incoming email messages to your phone. See *Email Filters* on page 12 for more information.
- ***Folder redirection*** – set which folders to redirect email messages from to your phone. See *Redirect folders using BlackBerry Enterprise Solution:* on page 7 for more information.
- ***Out of office*** – set an Out of office message that is automatically sent in reply to the sender of each received email message.

Note: *If using Lotus Notes, you will also have to set an end date to the Out of office reply.*

- ***Auto signature*** – set an Auto signature that is attached to every email message you send.

View folder – select to change the email folder you are currently viewing. See *Email folders* on page 6 for more details.

Mark all and Unmark all – the ***Mark all*** and ***Unmark all*** menu options are used to quickly mark or unmark all of the messages in the list.

Find message – the ***Find*** function allows you to search for a message that contains the search text that you enter.

Delete message – to delete a message:

– Mark the check box next to the message in message list view, or open the message to be deleted.

– Select ***Delete message*** on the menu. A confirmation box opens, select ***Yes***.

– The message is deleted.

Tip *Lock the message, or save attachments to your phone's internal or external memory, if you want to keep the message or its attachments. You can still delete a locked message manually.*

You may need to delete messages to create more storage space on your phone. When you delete a message, the message and any attachments connected to the message are deleted from the phone, or both the phone and the mail server. See *Reconcile* on page 13 for more information.

Settings – a number of viewing options are available:

- ***Sort by date, sender or size*** – select how you would like the list of email messages to be sorted.
- ***Show subject*** – determine if the subject of each email message is shown when listing email messages.
- ***Zoom*** – change the size of the text used for listing the email messages in the Inbox, Outbox and so forth.

Help – display help topics for using BlackBerry Connect software.

Connecting and disconnecting

BlackBerry service is normally continuously connected while your phone is switched on. However, if your service provider contract does not permit more than one data connection at a time, it will be necessary to place BlackBerry service on pause if you want to use an alternative connection, for example, to browse the Internet or check an alternative email account:

To place BlackBerry service on pause:

1. Select > ***More > Pause***, in the status bar of your phone.
2. The status bar icon flashes .

To reconnect BlackBerry service:

1. Select > ***More > Resume***, in the status bar of your phone.
2. BlackBerry service is reconnected when is displayed in the status bar.

Note: *With some service providers it is necessary to manually shut down the service provider's Internet connection on your phone before BlackBerry service can resume.*

To turn BlackBerry service off:

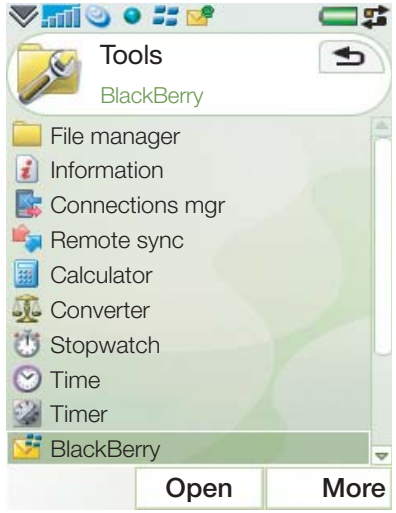
1. Select > ***More*** > ***Settings***, in the status bar of your phone.
2. Select ***Off*** at the bottom of the BlackBerry Connect application screen. The icon changes to .

To turn BlackBerry service on:

The BlackBerry Connect icon is dimmed in the status bar when it is turned off .

1. Select > ***Settings***, in the status bar of your phone.
2. Select ***On*** at the bottom of the BlackBerry Connect application screen. The icon changes to .

BlackBerry Connect Application



The BlackBerry Connect application is located in > ***Tools*** on your phone. The BlackBerry Connect application allows you to monitor the status of your connection, view system information, and set BlackBerry Connect preferences.

Note: *You can also access the BlackBerry Connect application by selecting* > ***More > Settings***.

The BlackBerry Connect application has three tabs that provide the facilities described below.

Sync. tab

Calendar – the calendar options allows you to synchronize your calendar wireless.

- ***Wireless synchronization*** – when this check box is marked, wireless synchronization of your calendar is enabled.

- ***Overwrite phone Calendar*** – choose to overwrite the phone Calendar or to merge your corporate calendar with the phone Calendar.
- ***Add tentative meetings to Calendar*** – when this check box is marked, meetings that are classed as tentative in Microsoft Outlook, Lotus Notes or Novell GroupWise are displayed in the phone's calendar. The title of the tentative meeting starts with *Tentative:*.

Tip *If your company server automatically marks meetings that you have not accepted as tentative meetings, it may be useful to clear this check box when you are out of the office.*

Contacts – this option allows you to synchronize your contacts wirelessly.

- ***Wireless synchronization*** – when this check box is marked, wireless synchronization of Contacts is enabled.

Info tab

Note: *PIN number and IMEI number may be needed when setting up your account.*

Connection status – the current BlackBerry Connect software state is displayed in the ***Status*** field. BlackBerry Connect software can be in the states ***Off***, ***Not connected***, ***Packet data available***, ***APN connected***, and ***Connected***.

The status is controlled by a dynamic touch option at the bottom of the screen. The touch option changes, reflecting the opposite state of the current connection.

- ***Off*** or ***On*** – turns BlackBerry service off or on as appropriate.

The status can be paused or resumed using the ***More*** menu.

More > Pause or ***Resume*** – disconnects or reconnects BlackBerry service, as appropriate.

Registration status – displays the current registration status.

PIN number – this is an automatically generated number by the BlackBerry Connect application as a part of the registration process. The PIN number is unique and calculated from the IMEI number.

IMEI number – displays your phone's IMEI (International Mobile Equipment Identity) number. IMEI is a unique 15-digit code used to identify an individual GSM mobile telephone to a GSM network.

IT Policy – this is a reference to the IT policy your IT administrator has applied to your phone via BlackBerry Connect software. The IT Policy specifies access rights and security measures for the phone. For further details contact your IT administrator.

Policy last updated – this field shows the date the IT Policy associated with your phone was last updated.

Maximum messages – the maximum messages field specifies the total number of messages you can store in each BlackBerry Connect mailbox. If you have both BlackBerry Enterprise Solution and BlackBerry Internet Service mailboxes, the figure specified here is per mailbox.

Maximum locked messages – the maximum locked messages field specifies the total number of locked messages you can save in your BlackBerry Connect mailbox. If you have both BlackBerry Enterprise Solution and BlackBerry Internet Service mailboxes, the figure specified here is per mailbox.

Service tab

Note: *Data on the Service books tab is not required for normal operation.*

The screen displays the BlackBerry services that are currently registered on your phone, a few of these are:

BlackBerry [Address lookup] – this service book allows you to search contact details on your corporate email server. This service book is only available for BlackBerry Enterprise Solution users. If this service book is missing this functionality is not available.

BlackBerry [Messaging] – this service book allows you to send and receive email messages on your phone using BlackBerry Enterprise Server. If this service book is missing you must re-configure your phone to work with BlackBerry Enterprise Solution. When this service book is added to your phone the local synchronization of messages using PC Suite for Smartphones is disabled.

BlackBerry [Calendar] – this service book allows synchronization between your PC mail client and your phone calendar. If this service book is missing the meeting functionality is not available. If this service book is installed local synchronization using the Sony Ericsson PC Suite for Smartphones is disabled for Calendar and Tasks. Remote Synchronization is also disabled.

Server Administrator defined name [Messaging] – this service book allows you to send and receive email messages on your phone using BlackBerry Internet Service. If this service book is missing you must re-configure your phone to work with BlackBerry Internet Service. The IT administrator defines the name of this service book.

To view more information about a service:

1. Select the appropriate service from the list.
2. Select ***View***. The ***Service information*** dialog opens, it contains details on the type and status of BlackBerry Connect software.

3. Select ***Advanced*** in the ***Service information*** dialog to see details about the BlackBerry Enterprise Server your phone corresponds with.

Tip *These two dialogs contain technical information that you may need to supply if you experience any difficulties with your BlackBerry service.*

4. When you have finished, select ***Done*** to close the dialogs and return to the Service book entries screen.

Note: *If you remove a service book that BlackBerry Connect software requires in order to operate, you will have to re-configure your phone.*

More Menu

Pause – pause allows you

Set up account – is used when you initially add BlackBerry services to your phone, see *Setting up BlackBerry Internet Service* on page 34 for more information.

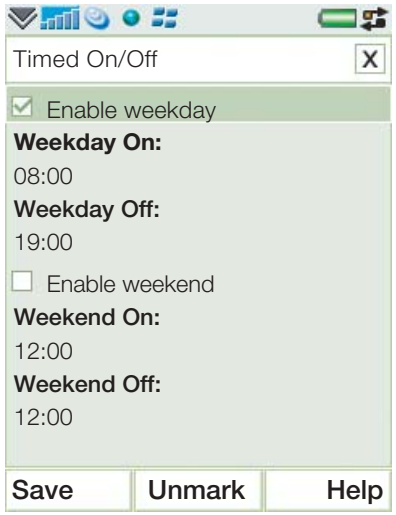
If on initial set up you select the incorrect service, you can change the setting from ***Set up account***.

BlackBerry Internet – starts the browser and allows you to access your BlackBerry Internet accounts.

Settings > Autostart – use the Autostart drop-down menu to set the state you want BlackBerry Connect software to enter when your phone is switched on. Your options are:

- ***Disabled*** – BlackBerry Connect software has to be started manually from the BlackBerry Connect application screen.
- ***Home only*** – BlackBerry Connect starts automatically when your phone is switched on, but only if you can receive coverage from your home network. That is, connectivity is not automatic if you are using a roaming network abroad.
- ***Enabled*** – BlackBerry Connect software starts automatically when your phone is switched on.

Advanced > Timed On/ Off – set an on and off time for your BlackBerry service. For example, you can set the time that you usually arrive at and depart from work, that way email messages do not arrive when you are at home.



The Weekend runs from 00:01 (12.01 am) Saturday to 23.59 (11.59 pm) on Sunday.

Advanced > Register now – allows you to verify or start the registration of your connection on the BlackBerry service.

- Select ***More > Register now.***
- ***Registration message sent*** flashes up on your phone screen.

- When registration is complete a dialog appears confirming the registration. Select ***Continue***.
- If registration fails, turn the BlackBerry service off and on again, or restart your phone. If this problem persists contact your IT administrator.

Advanced > Regenerate key – is used to regenerate an encryption key with the BlackBerry Enterprise Server.

Note: *This is not required for normal operation.*

Advanced > Advanced screen – contains engineering information that is not needed during normal operation of the phone. It may only be accessed by entering the correct Lock code.

About – contains information about the phone and the BlackBerry Connect software you are using:

If you experience any problems with your BlackBerry service you will be asked to supply this information when you call the support staff. Select ***Continue*** to close the dialog.

Help – displays help topics for using BlackBerry Connect.

Corporate lock

Corporate lock is a phone lock that supports both letters of the Latin alphabet and Arabic digits. If your IT administrator has enabled Corporate lock, you cannot disable it. Corporate lock activates after a pre-defined period of inactivity which you define.

To change the inactivity timeout period

1. From ***Control panel***, select ***Security > Locks***.
2. Select ***Activate after***.
3. Insert the preferred amount of minutes before Corporate lock is activated and select ***Done***.
4. Enter your Corporate lock password and select ***Done***.

BlackBerry Web

The BlackBerry Web provides access to the Internet and to your organization's online corporate data and applications. To provide secure access to the corporate network the BlackBerry Web uses the BlackBerry Enterprise Server for connecting to the Internet and the corporate intranets.

The BlackBerry Web application is located in ***> Tools > BlackBerry Web*** on your phone. You need to have your BlackBerry Connect account provisioned to use the BlackBerry Web application.

Backing up and restoring

Tip *It is recommended that you turn BlackBerry service off before using the Sony Ericsson PC Suite for Smartphones to connect your phone with your PC.*

You can still use the Sony Ericsson PC Suite for Smartphones to connect your phone with your PC when BlackBerry Connect software is installed. However synchronization is prevented if a BlackBerry service book is installed on your phone for the synchronization application.

If you restore an old BlackBerry Enterprise Solution version your calendar entries may not be update. To correct this:

1. Connect your phone to the PC via USB cable. When connected, the icon appears in the status area to the right of the taskbar on your PC.
2. Open the BlackBerry Connect Desktop for Sony Ericsson application on your PC. A dialog opens and automatically generates keys for your BlackBerry Connect account so that BlackBerry Enterprise Server knows which phone is associated with your corporate email account.

Note: *You must keep moving your mouse while the encryption key is being generated.*

3. The Calendar items dialog also opens, asking ***Do you want to proceed with bulk load of calendar items to your phone?*** Click ***OK*** to download your corporate mail program's calendar entries.

Tip *This dialog only opens if calendar reconciliation is enabled on your BlackBerry Enterprise Server account.*

Uninstalling BlackBerry Connect

To uninstall:

1. Select on your phone.
2. Select ***Control panel > Other > Uninstall***. The Uninstall dialog lists all the applications that can be removed from your phone.
3. Select ***BlackBerry***, select ***Uninstall***.
4. Select ***Yes*** in the confirmation dialog to confirm deletion.

The BlackBerry Connect application, the BlackBerry Connect account, and the Message accounts will all be removed from your phone.

Troubleshooting

Suggestions for solving possible problems with BlackBerry Connect software are listed below. If these

do not help, go to *www.blackberry.com/support*. This site also contains other useful information. For additional support, contact your service provider.

Messages deleted on the phone are not deleted in my corporate mail program.

Change the ***Delete*** setting from ***More > Tools > Reconcile*** in the BlackBerry Connect messaging account to ***All***.

Messages marked as unread in my corporate mail program are not marked as unread on the phone.

Turn ***Reconcile*** on from ***More > Tools > Reconcile*** in the BlackBerry Connect messaging account and select ***Reconcile now*** in BlackBerry Connect message view to get any updates.

Messages sent by a rule to a folder in my corporate mail program are not received on the phone.

Check the supported folders setting in ***Folder redirection*** in your phone, or in the BlackBerry Connect Desktop for Sony Ericsson application in your PC. Make sure that the folder is supported. See *Email folders* on page 6 for more information.

A folder is selected for redirection, but the messages go into the Inbox.

If the supported folder is a sub folder of another supported folder, then messages will be received in the top level folder on the phone.

If messages from a folder are redirected to your phone even if you have not enabled the folder for redirection, you could be using an old version of Outlook.

A new message has been received as I can see it on the status bar of the phone, but when I go to the Inbox, there's no new message.

From the messaging view, highlight the BlackBerry folder and press on one of the two arrow icons to cycle between the available folders. The new message will be in one of these folders.

You can find which folders that are supported for redirection in the ***Folder redirection*** menu in the BlackBerry Connect account ***More > Tools*** menu on your phone. If you use the BlackBerry Connect Desktop for Sony Ericsson application on your PC, select the BlackBerry service and then go to the folder drop-down menu to find the same information.

Address Lookup is not available.

Address Lookup is only available with BlackBerry Enterprise Solution accounts. Check that you are not in Flight mode and that you have an Address Lookup service book entry in the Service tab in the BlackBerry Connect application. See your IT administrator if the Address Lookup service book is missing.

The phone cannot register on the BlackBerry network.

Check that data coverage is available.

The phone cannot get BlackBerry service when roaming.

Your phone automatically uses the operator that provides the best voice coverage, not data coverage, when you are roaming.

Before travelling ask your home operator which operators are able to offer you roaming data in the country you are visiting. Change your phone's GSM Network search mode from ***Automatic*** to ***Manual*** and select the operator your home operator has recommended to you. To do this:

1. Select > ***Control panel > Connections > Mobile networks***. Change the ***Search mode*** to ***Manual***.
2. Select ***More > Select network*** on the menu, and choose the recommended operator from the list. Select ***Done***.

I cannot provision the phone.

If you provision by USB, you need to make sure that the phone is connected to the PC using the Sony Ericsson PC Suite for Smartphones.

All my meetings have moved some hours backwards or forwards.

If your operator supports Update time and you have turned this feature on you should turn it off in > ***Control panel > Device > Time & date > More > Set updates***. Change ***Update system time*** from ***Ask me*** to ***Never***.

The downloaded attachment cannot be opened in BlackBerry Attachment Viewer.

Check that the attachment is one of the supported file types. See *BlackBerry Attachment Viewer* on page 11.

I cannot synchronize Calendar with the Sony Ericsson PC Suite for Smartphones.

When the BlackBerry [Calendar] service book is installed local synchronization is disabled because BlackBerry Connect software uses wireless synchronization.

I cannot synchronize Tasks with the Sony Ericsson PC Suite for Smartphones.

When the BlackBerry [Calendar] service book is installed local synchronization is disabled, you must manually move tasks between the phone and your PC.

Remote synchronization is disabled after BlackBerry Connect software is installed.

Remote synchronization uses SyncML. BlackBerry Enterprise Server does not support SyncML so the process is disabled.

Appendix A Installing BlackBerry Connect

There are two variants of BlackBerry Connect software you can install; one for use with BlackBerry Enterprise Solution and the other for use with BlackBerry Internet Service. Requirements for running BlackBerry Connect software on your phone differ depending on the type of BlackBerry service you are installing.

Setting up BlackBerry Enterprise Solution

You can set up BlackBerry Enterprise Solution wirelessly or via the USB cable. Follow your preferred method, either described in *"Setting up BlackBerry Enterprise Solution wirelessly"* below or see *Setting up BlackBerry Enterprise Solution with USB cable* on page 31.

Setting up BlackBerry Enterprise Solution wirelessly

You will need:

- The phone with a version of the Phone and Organizer software that is approved for use with the BlackBerry Connect software. Please check your operator's Website to determine the required version number, and then check the software version you have by selecting > ***More > System information***. To download the latest version of the software, go to the Sony Ericsson Update Service at *www.sonyericsson.com*
- A BlackBerry Enterprise Solution enabled SIM card from your service provider.
- A password provided by your IT administrator.
- If BlackBerry is not installed, you will need a BlackBerry Connect setup file (.sis).

  You can transfer the .sis file to your phone in many ways. For example with your phone browser from *www.sonyericsson.com*, or via email or Bluetooth, or you can download the .sis file with your PC and then transfer it to your phone. If you use your PC to transfer the file to your phone you need:
  - An Intel™ 486 compatible PC or better. Running Windows 2000, or Windows XP.
  - A USB port with 1.1 compatibility or greater.
  - Sony Ericsson PC Suite for Smartphones.

- An email account on one of the following systems:

Server software	*Email software*
Microsoft Exchange Server version 5.5 or later	Microsoft Outlook (Workgroup installation)
Lotus Domino® Server version 4.6 or later	Lotus Notes® version 4.6 or later
Microsoft Windows 2000 SP4 or later (Server or Advanced Server edition) or Microsoft Windows Server™ 2003. GroupWise messaging and collaboration server 6.5 SP1 or later	Novell® GroupWise® client version 6.5 SP4

- BlackBerry Enterprise Server software must be installed on your server, see BlackBerry Enterprise Server User Guide for more details.
- Your email account must be added to BlackBerry Enterprise Server. See your IT administrator for further details.

Setting up BlackBerry Enterprise Solution wirelessly

The installation process for BlackBerry Connect software involves the creation of a link between your phone, your mail server and BlackBerry Enterprise Server. Once the link exists you can install the software on the phone.

If BlackBerry Connect software is installed on your phone but not provisioned go directly to step 6 on page 31.

If you transfer the .sis file by other means than with your PC and USB cable go directly to step 4 on page 31.

Note: *If you want to install the .sis file from your PC make sure that Sony Ericsson PC Suite for Smartphones is installed on your PC. You can download the latest version from www.sonyericsson.com*

Installing BlackBerry Connect software

1. Connect your phone to the PC via the USB cable. The connection icon in the status area to the right of the taskbar on your PC changes colour to show the state of the connection:
   when the icon is red there is no connection.
   when the icon is amber the phone is connecting.
   when the icon is blue the phone is connected.

Note: *It is recommended that you backup your phone before installing BlackBerry Connect software. To backup: right click* *on the status area and select* ***Backup Manager****.*

2. Double click the BlackBerry Connect Setup file (.sis) on your PC.
3. The ***Application Installer*** dialog opens on your PC. Click ***Next*** to transfer the BlackBerry Connect application from the PC to the internal memory of your phone.
4. The ***Install software*** dialog opens on your phone. Select ***Install*** to continue.
5. When the installation is complete, select ***Yes*** to start the BlackBerry setup.

Provisioning BlackBerry Enterprise Solution wirelessly

6. If BlackBerry setup is not automatically started, select from Standby ***Main menu > Tools > BlackBerry > More > Set up account*** to start BlackBerry setup.
7. Select ***Corporate account*** and select ***Done***.
8. Select ***Wireless***, then select ***Done***.
9. Enter your corporate email address and a password provided by your IT administrator, then select ***Activate***.
10. The ***Activation progress*** is shown, which shows a description of the activation process. You can cancel at any time by selecting the cancel button.

Tip *If the inactivity lock activates on your phone, the default phone lock code is 0000.*

Note: *If you cancel the provisioning before receiving the service books, your phone will revert to the state it was before attempting activation. If you cancel the provisioning after receiving the service books, synchronization is disabled and email configuration settings could, for example, be missing.*

11. When the activation is completed, select ***Continue***. Your emails will now be sent to both your PC email account and your phone, and new accounts called ***BlackBerry*** and ***Sys Inbox*** will be visible when you are in on your phone.

Setting up BlackBerry Enterprise Solution with USB cable

You will need:

- The phone with a version of the Phone and Organizer software that is approved for use with the BlackBerry Connect software. Please check your operator's Website to determine the required version number, and then check the version you have by selecting ***> More > System information***.

To download the latest version of the software, go to the Sony Ericsson Update Service at *www.sonyericsson.com*

- If BlackBerry is not installed, you will need a BlackBerry Connect setup file (.sis).
- An Intel® 486 compatible PC or better that can run Windows 2000, or Windows XP.
- A USB port with 1.1 compatibility or greater.
- Sony Ericsson PC Suite for Smartphones.
- A BlackBerry Enterprise Solution enabled SIM card from your service provider.
- BlackBerry Connect Desktop for Sony Ericsson, version 4.0.0.19 or later.
- An email account on one of the following systems:

Server software	***Email software***
Microsoft Exchange Server version 5.5 or later	Microsoft Outlook (Workgroup installation)
Lotus Domino Server version 4.6 or later	Lotus Notes version 4.6 or later
Microsoft Windows 2000 SP4 or later (Server or Advanced Server edition) or Microsoft Windows Server™ 2003. GroupWise messaging and collaboration server 6.5 SP1 or later	Novell GroupWise client version 6.5 SP4

- BlackBerry Enterprise Server software must be installed on your server, see BlackBerry Enterprise Server User Guide for more details.
- Your email account must be added to BlackBerry Enterprise Server. See your IT administrator for further details.

Setting up BlackBerry Enterprise Solution via USB cable

The installation process for BlackBerry Connect software involves the creation of a link between your phone, your mail server and BlackBerry Enterprise Server. Once the link exists you can install the software on the phone.

If BlackBerry Connect software is installed on your phone but not provisioned go directly to step 6 on page 33.

If you transfer the .sis file by other means than with your PC and USB cable go directly to step 4 on page 33.

Note: *If you want to install the .sis file from your PC make sure that Sony Ericsson PC Suite for Smartphones is installed on your PC. You can download the latest version from www.sonyericsson.com*

Installing BlackBerry Connect software

1. Connect your phone to the PC via the USB cable. The connection icon in the status area to the right of the taskbar on your PC changes colour to show the state of the connection:
   - when the icon is red there is no connection.
   - when the icon is amber the phone is connecting.
   - when the icon is blue the phone is connected.

Note: *It is recommended that you backup your phone before installing BlackBerry Connect software. To backup: right click on the status area and select* ***Backup Manager****.*

2. Double click the BlackBerry Connect Setup file (.sis) on your PC.
3. The ***Application Installer*** dialog opens on your PC. Click ***Next*** to transfer the BlackBerry Connect application from the PC to the internal memory of your phone.
4. The ***Install software*** dialog opens on your phone. Select ***Install*** to continue.
5. When the installation is complete, select ***Yes*** to start the BlackBerry setup.

Provisioning BlackBerry Enterprise Solution via USB

6. If BlackBerry setup is not automatically started, select from Standby ***Main menu > Tools > BlackBerry > More > Set up account*** to start BlackBerry setup.
7. Select ***Corporate account*** and select ***Done***.
8. Select ***USB cable***, then select ***Done***. Connect your phone to the PC.
9. A dialog opens on your phone, select ***Continue***. Your phone establishes a connection with BlackBerry Enterprise Server.
10. ***Starting Service*** is displayed, and start flashing in the Status Bar of the phone. When the software connects to the BlackBerry service ***Your***

device is registered with the BlackBerry infrastructure is displayed on the phone and the two icons stop flashing. The status field changes to ***Connected***.

Tip *If the inactivity lock activates on your phone, the default phone lock code is 0000.*

Note: *Make sure your phone is connected to an appropriate PC via the USB Cable and the connection icon is blue before you select* ***Connect****.*

11. Open the 'BlackBerry Connect Desktop for Sony Ericsson' application on the PC, and select ***Connect***. You will be asked to generate random information for the new encryption key and PIN by moving the mouse. The PIN tells BlackBerry Enterprise Server which phone is associated with your corporate email account.
12. A confirmation dialog is displayed. Click ***OK*** to continue; the calendar bulk load starts. This process may take some time. When it is ready your service books will have been pushed to your phone.

Note: *If you have installed BlackBerry Connect software on your phone previously, a dialog may open informing you that the connected phone is associated with another BlackBerry Connect account. You will be given the choice to continue with the install or exit.*

13. Click ***Exit*** and then ***Yes*** on the PC to save the new settings. Your emails will now be sent to both your PC email account and your phone, and new accounts called ***BlackBerry*** and ***Sys Inbox*** will be visible when you are in on your phone.

For further details on using the BlackBerry Connect Desktop for Sony Ericsson application see the online help.

When you connect and start the BlackBerry Connect Desktop for Sony Ericsson application on your PC, you will be asked if you want to start Calendar Bulk Load. If your calendar has already been provisioned, click ***Cancel***. This is important because otherwise all your calendar data will be erased.

Setting up BlackBerry Internet Service

You will need:

- The phone with a version of the Phone and Organizer software that is approved for use with the BlackBerry Connect software. Please check your operator's Website to determine the required version number, and then check the version you have by selecting and ***More > System information***.
  To download the latest version of the software, go to

the Sony Ericsson Update Service at *www.sonyericsson.com*

- A BlackBerry Internet Service enabled SIM card from your service provider.
- If BlackBerry is not installed, you will need a BlackBerry Connect setup file (.sis).

  You can transfer the .sis file to your phone in many ways. For example with your phone browser from *www.sonyericsson.com*, or via email or Bluetooth, or you can download the .sis file with your PC and then transfer it to your phone. If you use your PC to transfer the file to your phone you need:
  - An Intel 486 compatible PC or better that can run Windows 2000, or Windows XP.
  - A USB port with 1.1 compatibility or greater.
  - Sony Ericsson PC Suite for Smartphones.

Setting up BlackBerry Internet Service

If BlackBerry Connect software is installed on your phone but not provisioned go directly to step 6 on page 35.

If you transfer the .sis file by other means than with your PC and USB cable go directly to step 4 on page 35.

Note: *If you want to install the .sis file from your PC, make sure that Sony Ericsson PC Suite for Smartphones is installed on your PC. You can download the latest version from: www.sonyericsson.com*

Installing BlackBerry Connect software

1. Connect your phone to the PC via the USB cable. The connection icon in the status area to the right of the taskbar on your PC changes colour to show the state of the connection:

   when the icon is red there is no connection.

   when the icon is amber the phone is connecting.

   when the icon is blue the phone is connected.

Note: *It is recommended that you backup your phone before installing BlackBerry Connect software. To backup: right click* *on the status area and select* ***Backup Manager****.*

2. Double click the BlackBerry Connect Setup file (.sis) on your PC.
3. The ***Application Installer*** dialog opens on your PC. Click ***Next*** to transfer the BlackBerry Connect application from the PC to the internal memory of your phone.
4. The ***Install software*** dialog opens on your phone. Select ***Install*** to continue.
5. When the installation is complete, select ***Yes*** to start the BlackBerry setup.

Provisioning BlackBerry Internet Service

6. If BlackBerry setup is not automatically started, select from Standby ***Main menu > Tools > BlackBerry > More > Set up account*** to start BlackBerry setup.

7. Select ***Personal account*** and select ***Done***.

Tip *If the inactivity lock activates on your phone, the default phone lock code is 0000.*

8. Your phone's browser opens and displays the BlackBerry Internet Service sign-in page. It might take a few moments for your browser to open.

Note: *If the phone's browser does not open, your phone has not been configured to allow setting up via its own browser. If this is the case, you must complete the setup using a computer's Web browser.*

9. On your BlackBerry service provider's Web site, select the Create Your Account option. This will take you to a sequence of pages that will set up your new BlackBerry Internet Service email account.
10. You will be asked to read the legal terms and conditions. Please read them carefully as they contain important information. If you accept the terms and conditions, continue on to the next page.
11. On the setup page you will be asked to enter the following type of details:
    - ***User ID*** – type a login name of your own choice. This login name will form the first part of your email address for the Web site.

Note: *Using this email account is optional and you will be able to add your own Internet email accounts later in the setup process.*

    - ***Password*** – type a password with six or more characters of your own choice. You will use this to gain access to your BlackBerry Internet Service account.

    Make sure your login User ID and your Password are stored in a safe place, then continue on to the next page.
12. Select your language, and then perform one of the following actions:
    - To associate an existing, supported email address with your phone, type the full email address of the Internet email account, such as, username@ispname.com, and password into the fields provided. You can add up to ten email accounts this way.
    - To create a new email address for your phone, for example, username@carrier.blackberry.com, select Create Address. Your login user ID is the name that will appear before the @ sign in your new BlackBerry email address.

    Select next, and then OK. You may configure your BlackBerry Internet Service account at any time in the future. Simply log on to the Web site using your phone or a computer.
13. Turn your phone off and back on again. BlackBerry Internet Service on your phone starts automatically and appears in the status bar of your phone. You

will receive an email message on your phone welcoming you to BlackBerry Internet Service.

You have now set up BlackBerry Internet Service so that you can send and receive email messages from the new account that has been created in the list of messaging accounts on your phone. Incoming email messages will be sent to both your PC mail account and your phone.

Customizing your BlackBerry Internet Service account

The BlackBerry Internet Service Web site allows you to customize your account in a number of ways. It is worth exploring the Web site to familiarize yourself with the customization options available. For example, it is possible to customize the 'From' email address, set filters, choose your message preferences, and access an extensive help system.

These instructions explain how to arrange for email messages sent to your existing Internet Service Provider (ISP) email accounts to be automatically forwarded to your BlackBerry Internet Service account.

Tip *If your service provider contract does not permit more than one data connection, it will be necessary to place the BlackBerry service on pause before connecting to the Internet. To do this, tap* **> Pause** *in the status bar of your phone. The status bar icon flashes* .

To add email accounts:

1. Tap **> Settings** in the status bar of your phone.
2. Select ***BlackBerry Internet*** from the menu. This option will open the browser on your phone and displays your service provider's sign-in page. If the ***BlackBerry Internet*** option is not available (grey), you should open the phone's browser and enter your service provider's Web address.
3. Enter your User ID and Password. Once you have signed in to your account, you can modify your basic settings and add extra Internet email (ISP) accounts that are to be forwarded to your phone.
4. Select the 'Add email accounts' option. The Email Accounts page opens.
5. Add your email account information into the following fields:
   - ***Email Address*** – type the full email address of the Internet email account, such as, username@ispname.com.
   - ***User name*** – type your login ID. This is normally the part of your email address before the @ symbol.
   - ***Password*** – type the password for this Internet email account (not your BlackBerry Internet Service account password).

- – ***Re-enter Password*** – retype your password.

6. Depending on your email account type you might be prompted to complete the following fields:

- ***POP3/IMAP***
  - – ***Email Server*** – type the mail server address of your service provider, such as, mail.ispname.com.
  - – ***Port Number*** – type the appropriate port number.

Note: *If you do not know these details contact the service provider of the account you are adding.*

- ***Microsoft Exchange***
  - – ***Outlook Web Access URL*** – type the URL for your Microsoft Outlook account Web site.
  - – ***Mailbox Name*** – type the mailbox name for your Microsoft Outlook account.
- ***Lotus Domino***
  - – ***iNotes™*** – the URL for your Lotus Notes account Web site.

Note: *If you add a Microsoft Exchange or Lotus Domino email account, you might be prompted to install the mail connector application on your computer. Follow the on-screen instructions to download and install the mail connector.*

7. You may repeat this procedure to add more accounts, up to a maximum of eleven email accounts.
8. When you have finished, select ***Done*** to close your browser and disconnect the Internet connection.
9. You can also manage your BlackBerry Internet Service account using your service provider's Web site via a computer. This allows you to add new email accounts, set filters, choose your messaging preferences, and use the extensive help system.

Appendix B Additional Information

BlackBerry Attachment Viewer Formats

Format	*Versions*	*Extension*
Adobe PDF	1.1, 1.2, 1.3 and 1.4	.pdf
MS Excel	97, 2000, 2002 and 2003	.xls
MS PowerPoint	97, 2000, 2002 and 2003	.ppt
MS Word	97, 2000, 2002 and 2003	.doc, .dot
Corel WordPerfect	6 to 2000	.wpd
ASCII Text	Any	.txt
HTML	Any	.htm, .html
ZIP Archives	Up to and including 2.6	.zip